



MTF Action Plan Report

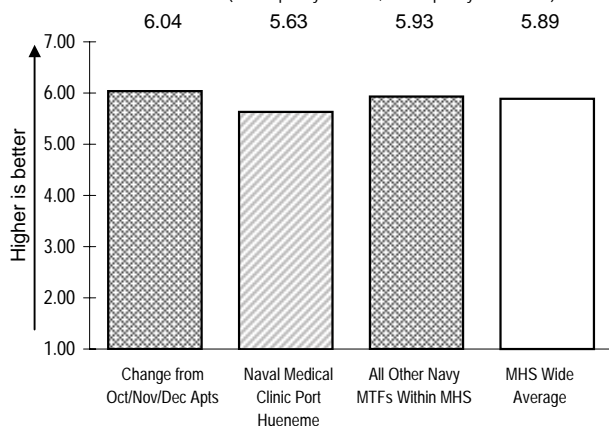
Naval Medical Clinic Port Hueneme

Patient Satisfaction Report: January/February/March 2001 Appt. Data

Total Mailed = 378 Returns As Of Cutoff = 104 Non-deliverables = 32 Response Rate = 30.1%

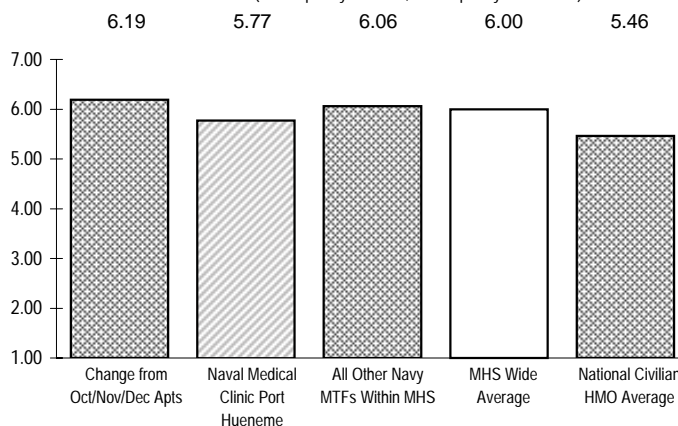
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Medical Clinic Port Hueneme

Significantly Different From Naval Medical Clinic Port Hueneme

Comparison To:

Change from Oct/Nov/Dec Apts	* Highest Correlation with Clinic Satisfaction (Q12)	** Highest Correlation with Medical Care Satisfaction (Q5)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average		3.62	3.68 <input type="checkbox"/>	3.68 <input type="checkbox"/>	3.52 <input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)		3.56	3.60 <input type="checkbox"/>	3.58 <input type="checkbox"/>	3.34 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)		3.68	3.79 <input type="checkbox"/>	3.74 <input type="checkbox"/>	N/A NA
<input type="checkbox"/>	* Access to medical care (Q10b)		3.65	3.78 <input type="checkbox"/>	3.77 <input type="checkbox"/>	3.71 <input type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)		3.31	3.47 <input type="checkbox"/>	3.47 <input type="checkbox"/>	3.13 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Ease of making phone appointment (Q10a)		3.64	3.75 <input type="checkbox"/>	3.76 <input type="checkbox"/>	3.82 <input type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)		3.88	3.78 <input type="checkbox"/>	3.79 <input type="checkbox"/>	3.51 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Quality Average		3.92	4.14 <input checked="" type="checkbox"/>	4.09 <input type="checkbox"/>	3.83 <input type="checkbox"/>
<input checked="" type="checkbox"/>	** Overall quality of care received (Q3j)		3.93	4.20 <input checked="" type="checkbox"/>	4.15 <input checked="" type="checkbox"/>	3.88 <input type="checkbox"/>
<input type="checkbox"/>	** How well the care met your needs (Q3i)		3.87	4.06 <input type="checkbox"/>	4.01 <input type="checkbox"/>	3.77 <input type="checkbox"/>
<input checked="" type="checkbox"/>	** Thoroughness of treatment (Q3c)		4.06	4.21 <input type="checkbox"/>	4.17 <input type="checkbox"/>	3.90 <input type="checkbox"/>
<input checked="" type="checkbox"/>	How much you were helped (Q3h)		3.82	4.03 <input checked="" type="checkbox"/>	3.97 <input type="checkbox"/>	3.73 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Explanations of procedures and tests (Q3d)		3.92	4.20 <input checked="" type="checkbox"/>	4.16 <input checked="" type="checkbox"/>	3.87 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Interpersonal Relationship Average		3.85	4.15 <input checked="" type="checkbox"/>	4.11 <input checked="" type="checkbox"/>	3.81 <input type="checkbox"/>
<input checked="" type="checkbox"/>	** Personal interest in you (Q3e)		3.96	4.17 <input type="checkbox"/>	4.13 <input type="checkbox"/>	3.88 <input type="checkbox"/>
<input checked="" type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)		3.67	4.04 <input checked="" type="checkbox"/>	4.00 <input checked="" type="checkbox"/>	3.62 <input type="checkbox"/>
<input checked="" type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)		3.75	4.04 <input checked="" type="checkbox"/>	4.00 <input checked="" type="checkbox"/>	3.67 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Attention given to what you had to say (Q3b)		3.99	4.25 <input checked="" type="checkbox"/>	4.19 <input type="checkbox"/>	3.93 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Friendliness and courtesy of staff (Q3a)		3.88	4.26 <input checked="" type="checkbox"/>	4.22 <input checked="" type="checkbox"/>	3.94 <input type="checkbox"/>

Your rating is:

☒ Lower

☐ Same

☒ Higher